



Mel Ilomin &lt;mel.ilomin@lacity.org&gt;

## Re: Bird follow-up

6 messages

Tony Ricasa &lt;tony.ricasa@lacity.org&gt;

Thu, Feb 21, 2019 at 8:25 AM

To: Lys Mendez &lt;lmendez@bird.co&gt;

Cc: Morgan Roth &lt;mroth@bird.co&gt;, Mel Ilomin &lt;mel.ilomin@lacity.org&gt;

I corrected Mel's email from your previous message.

On Thu, Feb 21, 2019 at 8:17 AM Tony Ricasa <tony.ricasa@lacity.org> wrote:

Lys,

Thank you for your message. We look forward to you providing the information we requested: locations where you intend to park your scooters, dates of deployment, data, list of the groups of which you have outreached, any other pertinent data, etc. As previously mentioned, the number of scooters you stated is high. Thank you.

On Wed, Feb 20, 2019 at 2:11 PM Lys Mendez <lmendez@bird.co> wrote:

Tony and Mel,

On behalf of Bird, thank you for the opportunity to meet with you and discuss the upcoming dockless transportation program in Los Angeles. We look forward to working with you to ensure that we have successful operations in your district.

I am also copying my colleague Morgan, who leads our community engagement efforts. We would love to get a list of groups that you think are engagement priorities in your district.

I am also providing information below about how residents can engage Birds with questions or concerns:

The City of Los Angeles is launching its year long shared mobility pilot program in early March. Bird is a Los Angeles area company that is committed to supporting the city's goals of creating alternatives to car use and creating safer and greener communities by offering affordable and environmentally friendly electric scooter transportation.

Bird will be meeting with neighborhood council, business groups and community organizations throughout Council District 1 to hear feedback about e-scooters.

Residents who want to contact Bird with any feedback and concerns will have the following options:

- My311: Bird will integrate with the city's 311 system so we can directly receive and address constituent concerns related to our dockless service.
- Customer Service: Bird has a dedicated Customer Support team available to help 24 hours a day, 7 days a week. Bird's 24-hour customer service available via email at [hello@bird.co](mailto:hello@bird.co).
- Community Mode: This in-app reporting feature allows anyone — whether or not they ride Bird — to report instances where a Bird is parked improperly. These reports help Bird take appropriate action such as deploy their field team to reposition or remove a vehicle, or taking further disciplinary action as needed.

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Thank you,

Lys Mendez  
Bird | Government Partnerships

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Tony Ricasa  
Deputy Chief of Staff

Los Angeles City Councilmember Gilbert Cedillo  
200 N. Spring Street, Room 460  
Los Angeles, CA 90012

Tel: (213) 473-7001  
Fax: (213) 473-7462

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Tony Ricasa  
Deputy Chief of Staff

Los Angeles City Councilmember Gilbert Cedillo  
200 N. Spring Street, Room 460  
Los Angeles, CA 90012

Tel: (213) 473-7001  
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**Tony Ricasa** <tony.ricasa@lacity.org>  
To: Lys Mendez <lmendez@bird.co>  
Cc: "mel.ilomin@lacity.org" <mel.ilomin@lacity.org>, Morgan Roth <mroth@bird.co>, Mel Ilomin <mel.ilomin@lacity.org>

Thu, Feb 21, 2019 at 8:43 AM

Corrected Mel's email.  
Sent from my iPhone

On Feb 21, 2019, at 8:42 AM, Tony Ricasa <tony.ricasa@lacity.org> wrote:

Lys,

I apologize. The comment about the high number of scooters was meant for a different company. We look forward to your information about the number and locations that Bird proposes to deploy in CD 1. Thank you.

Sent from my iPhone

On Feb 20, 2019, at 2:11 PM, Lys Mendez <lmendez@bird.co> wrote:

Tony and Mel,

On behalf of Bird, thank you for the opportunity to meet with you and discuss the upcoming dockless transportation program in Los Angeles. We look forward to working with you to ensure that we have successful operations in your district.

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Thank you,

Lys Mendez  
Bird | Government Partnerships

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**Morgan Roth** <[mroth@bird.co](mailto:mroth@bird.co)>

Mon, Feb 25, 2019 at 4:31 PM

To: Tony Ricasa <[tony.ricasa@lacity.org](mailto:tony.ricasa@lacity.org)>

Cc: Lys Mendez <[lmendez@bird.co](mailto:lmendez@bird.co)>, "mel.ilom@lacity.org" <[mel.ilom@lacity.org](mailto:mel.ilom@lacity.org)>, Mel Ilomin <[mel.ilomin@lacity.org](mailto:mel.ilomin@lacity.org)>

Hi all,

Sorry for the late entry in the chain. I'd love an opportunity to meet with Team Cedillo to further discuss and explore organizations to work with in the district. Can you please connect me with the Councilmember's District Director?

Best,

Morgan

[Quoted text hidden]

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Morgan Roth  
Bird | Community Relations Manager  
[mroth@bird.co](mailto:mroth@bird.co)

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**Lys Mendez** <[lmendez@bird.co](mailto:lmendez@bird.co)>

Fri, Mar 1, 2019 at 1:39 PM

To: Tony Ricasa <[tony.ricasa@lacity.org](mailto:tony.ricasa@lacity.org)>

Cc: "mel.ilom@lacity.org" <[mel.ilom@lacity.org](mailto:mel.ilom@lacity.org)>, Morgan Roth <[mroth@bird.co](mailto:mroth@bird.co)>, Mel Ilomin <[mel.ilomin@lacity.org](mailto:mel.ilomin@lacity.org)>

Tony and Mel, apologies for the delay. We are in the process of preparing for the pilot permit to be finalized and will soon be focusing on geographic deployment. We will be sure to keep your office posted on details to ensure we are working on a deployment plan that meets the district's needs.

We would like to reiterate our interest in working collaboratively, and look forward to ongoing conversations. We also look forward to getting a list of community engagement priorities and a connection to your district office.

On Thu, Feb 21, 2019 at 8:43 AM Tony Ricasa <[tony.ricasa@lacity.org](mailto:tony.ricasa@lacity.org)> wrote:

[Quoted text hidden]

[Quoted text hidden]

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**Mel Ilomin** <[mel.ilomin@lacity.org](mailto:mel.ilomin@lacity.org)>

Fri, Mar 1, 2019 at 2:20 PM

To: Lys Mendez <[lmendez@bird.co](mailto:lmendez@bird.co)>

Cc: Tony Ricasa <[tony.ricasa@lacity.org](mailto:tony.ricasa@lacity.org)>, "mel.ilom@lacity.org" <[mel.ilom@lacity.org](mailto:mel.ilom@lacity.org)>, Morgan Roth <[mroth@bird.co](mailto:mroth@bird.co)>

Out of courtesy, I would just like to inform you that the Member has expressed his desire and has taken steps to be excluded from the e-scooter program as it pertains to the conditional and the 1 year permit. He would also like to use this time to evaluate how the e-scooter programs fare in the other Council districts. Please plan accordingly.

Mel Ilomin  
Policy Deputy  
Office of Councilman Gil Cedillo  
Los Angeles Council District 1

(213) 473-7001 City Hall



[Quoted text hidden]

**Mail Delivery Subsystem** <mailer-daemon@googlemail.com>  
To: mel.ilomin@lacity.org

Fri, Mar 1, 2019 at 2:21 PM



## Address not found

Your message wasn't delivered to **mel.ilom@lacity.org** because the address couldn't be found, or is unable to receive mail.

[LEARN MORE](#)

The response was:

The email account that you tried to reach does not exist. Please try double-checking the recipient's email address for typos or unnecessary spaces. Learn more at <https://support.google.com/mail/?p=NoSuchUser> j9sor54665507jak.8 - gsmtp

Final-Recipient: rfc822; [mel.ilom@lacity.org](mailto:mel.ilom@lacity.org)

Action: failed

Status: 5.0.0

Diagnostic-Code: smtp; The email account that you tried to reach does not exist. Please try double-checking the recipient's email address for typos or unnecessary spaces. Learn more at <https://support.google.com/mail/?p=NoSuchUser> j9sor54665507jak.8 - gsmtp

Last-Attempt-Date: Fri, 01 Mar 2019 14:21:00 -0800 (PST)

----- Forwarded message -----

From: Mel Ilomin <[mel.ilomin@lacity.org](mailto:mel.ilomin@lacity.org)>

To: Lys Mendez <[lmendez@bird.co](mailto:lmendez@bird.co)>

Cc: Tony Ricasa <[tony.ricasa@lacity.org](mailto:tony.ricasa@lacity.org)>, "mel.ilom@lacity.org" <[mel.ilom@lacity.org](mailto:mel.ilom@lacity.org)>, Morgan Roth <[mroth@bird.co](mailto:mroth@bird.co)>

Bcc:

Date: Fri, 1 Mar 2019 14:20:24 -0800

Subject: Re: Bird follow-up

Content- ----- Message truncated -----